

# The ADMINISTRATOR



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## A MESSAGE FROM THE SECRETARY

Governor Perdue recently restated the goals of her Administration and I am confident we in the Department of Administration can play a key role in helping achieve greater success for our state. I believe the goals of Jobs, Jobs, Jobs; Safe Communities; Ready, Set, Go; and Setting Government Straight are the right objectives for our state.

The Department of Administration can be a key player in the objective of Setting Government Straight. As the operations arm of state government, and with the grant monies and programs our agencies administer across the state, we impact sister agencies and citizens in a way unlike any other agency. Our Comprehensive Strategic Plan positions us for greater transparency and accountability than ever before.



Secretary Britt Cobb

As we move to do our part to Set Government Straight, I ask for your input on how we can do better, how can we improve, and how can we be more responsive to our "customers." We do many things very well but we must continue to look for ways to increase our efficiencies and effectiveness.

Thank you in advance for the hard work you will be doing to help the Governor and our Department achieve these goals.

*Britt Cobb*

## Shoes for Haiti

Please join the Mail Service Center as it collects shoes to send to survivors of the Haiti earthquake. New and gently worn closed-toe shoes of all sizes – including children's shoes – are needed. Drop off shoes anytime before 3 p.m. Feb. 25. Marked collection boxes are located at the front and back entrances of the Administration Building.

Special thanks to Fleet Feet shoe store, which will arrange for donations to be sent to Haiti.



## DOA CO-WORKERS CHOOSE EMPLOYEE OF THE YEAR

By Secretary Britt Cobb

The Department of Administration brought back an old tradition for this year's holiday reception. For the first time in more than a decade, we invited colleagues to submit nominations for the DOA Employee of the Year. During the DOA Holiday Reception on Dec. 16, the honor went to a very surprised Stephanie Nantz, Assistant Director of the Youth Advocacy & Involvement Office.

For this and other reasons, Stephanie also has been selected to receive **THE ADMINISTRATOR EXTRA EFFORT AWARD**, which recognizes DOA employees who go above and beyond the call of duty.

Nantz, who joined DOA in 2005, was praised as an "unselfish supervisor who always puts others' needs before her own." This was especially seen this past year, when she stepped up to cover for a colleague who needed extended time off for a family emergency.

Nantz serves on several boards committed to youth advocacy and professional development. She is the lead staff person to the N.C. Child and Family Leadership Council and a facilitator with the Youth Accountability Task Force. She also volunteers her time with the Training Committee of the Grants Information Network, which has provided grant-writing programs to hundreds of North Carolina citizens through Wake Technical Community College.

A consummate professional who recently earned her Master's Degree in Public Administration from N.C. Central University, she also is a classic practical joker, amusing colleagues with her quick wit and self-deprecating humor.



*Britt Cobb and Zack Ambrose (right) present the Employee of the Year Award to Stephanie Nantz of the Youth Advocacy & Involvement Office.*

Other nominees for the 2010 DOA Employee of the Year award were: Jill Hammergren, Agency for Public Telecommunications; Beth Allison, Human Resources Management; Felix DeSantis, Director of the Mail Service Center; Rod Helder, Director of Division of Non-Public Education; Robert Matney, Division of Purchase & Contract; Glenda McLeod, Mail Service Center; Catherine Reeve, Director of the State Parking Division; Greg Richardson, Executive Director of the Commission of Indian Affairs; and Charlie Smith, Assistant Secretary for Veterans Affairs.

## NC THINKS SEEKS YOUR INNOVATIVE IDEAS

NC Thinks is North Carolina's premier tool for rewarding state employees for providing innovative solutions to pressing organizational challenges. Formerly known as the State Employee Incentive Bonus Program, the system is designed to reward employees who identify solutions that save taxpayer's money and improve government operations.



What types of proposals are appropriate for NC Thinks? Ideas that save money, increase efficiency, increase revenues, identify safety hazards and eliminate waste. The main criterion for determining whether an idea may be eligible for an award is that the employee suggests something which is not normally expected in the performance of his or her duties or for which the employee does not have the authority to implement. Other eligibility criteria are described in [Article 36A, section 143-345.20](#).

Ideas can be brought as individuals or as a group and should contain specifics about how the idea will result in saving time, money or improving services. Visit <http://www.ncthinks.nc.gov> and get started today.



## LETTING FREEDOM RING

By John Campbell, Executive Director, Human Relations Commission

When he stood before thousands in Washington, D.C., on that legendary August day in 1963, Dr. Martin Luther King Jr. said, “There will be the day when all of God’s children will be able to sing with a new meaning, ‘My country, ’tis of thee, sweet land of liberty, of thee I sing. Land where my fathers died, land of the pilgrim’s pride, from every mountainside, let freedom ring.’”

In answering the call to “let freedom ring ... from every village and every hamlet, from every state and every city,” the N.C. Martin Luther King Jr. Commission was joined by a large and diverse crowd the morning of Jan. 18 during our annual bell-ringing ceremony at the Bicentennial Plaza.

Led by MLK Commission Chairman Dr. Dumas Harshaw, we gathered beside the Liberty Bell replica to proclaim the fundamental importance of freedom in our own lives, in our state, our nation and our world. Many in the group carried signs urging renewed focus on Dr. King’s attention to the insensitivity, injustice and inequality that curtails freedom and happiness throughout society.

While the Commission’s actions are symbolic, they have tremendous potential. We thank those who joined us – as well as all of you who paused to ring a bell outside of your home or business to show that you, too, cherish the value of democracy, diversity and equal opportunity.



*John Campbell at MLK bell ringing event.*

## FACILITY MANAGEMENT HANDLES POST-STORM CLEANUP

Secretary Britt Cobb commended Tony Jordan and his staff at Facility Management for their extraordinary efforts during the snowy final weekend of January to make conditions as safe as possible for state employees returning to work Monday morning. Crews of more than a dozen worked each day, both downtown and at the Garner Road and Blue Ridge Road facilities, to clear parking lots, sidewalks and icy patches.

Praise for the effort came from outside of DOA, too. DENR employee Alan Jeffreys publicly thanked Facility Management for “the super great job that everyone had in the snow removal process and de-icing with salt.

“I came to work on Monday morning at 7 a.m. and could not believe how much work was done this weekend on the snow removal. A lot of people put some overtime in making us to have a safe place to work,” Jeffreys wrote. “I’ve been working with the state over 37 years and it was one of the best efforts that I have ever seen in getting the snow removed. Thanks for all of the good effort that went into the process.”

*Travis Jones (left) and Donald Harris work to spray brine in advance of the winter storm.*





## BEST ADVICE EVER

Last month, Catherine “Jean” Biden, the mother of Vice President Joe Biden, was honored by countless dignitaries after she passed away at age 92. In August 2008, when he accepted his party’s nomination, Biden paid tribute to the woman whose advice carried him from a small coal-mining town to the world stage.

“My mother’s creed is the American creed: No one is better than you,” Biden said as she looked on. “Everyone is your equal, and everyone is equal to you. My parents taught us to live our faith, and to treasure our families. We learned the dignity of work, and we were told that anyone can make it if they just try hard enough.”

Whether it’s the life-changing story or an odd bit of humor, we all carry the words of those we love or admire – perhaps even those we despise – as part of the architecture of who we are as principled individuals.

**THE ADMINISTRATOR** recently asked DOA employees to share the words of wisdom that have guided them in life. Not surprisingly, many remember the advice offered by a beloved parent, or a pastor. Others cite landmark statements from the famous, while one could not recall the source but has made a remembered phrase one of her life’s enduring guideposts.

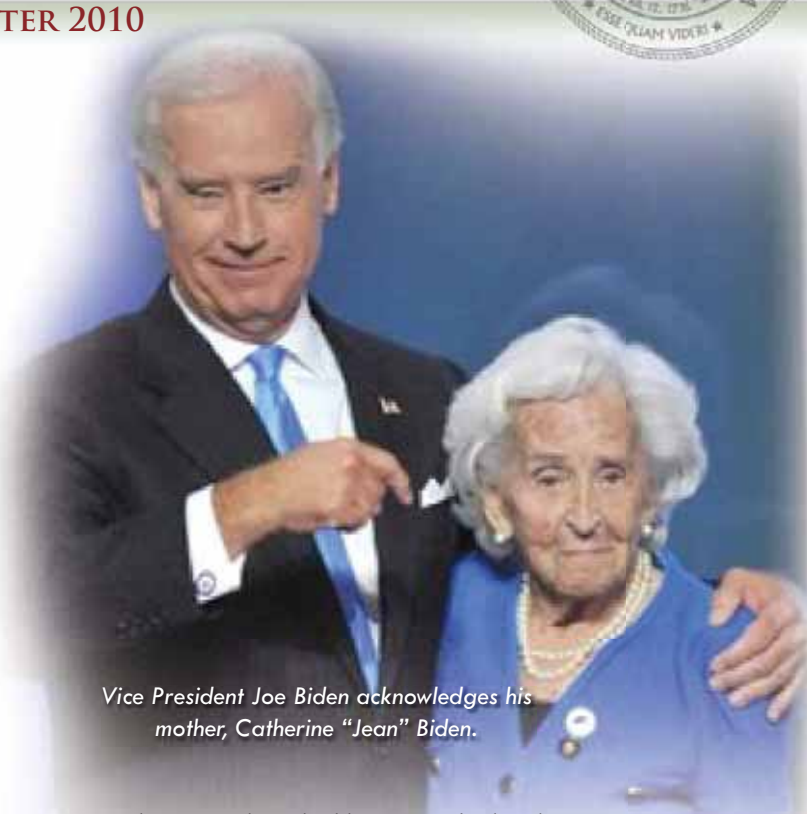
In the hope that these recollections might inspire you, here then are the stories of your co-workers.

### James Staton, Director, Purchase & Contract

I was one of nine children born to a sharecropping family with strong values and deep faith. I was educated in the segregated schools of Edgecombe County until my senior year, when I transferred to West Edgecombe High School – a predominantly white school where I became class president.

There was a music teacher there, Miss Bunn, who saw my leadership potential. She was the first person I met, non-black, who genuinely had an interest in educating a black child – especially a black male. Color just didn’t matter to her.

She asked me about college and I told her my family did not have the funds to send me. She said, “If you got a scholarship, would you go?” Calvary Episcopal Church supported St. Augustine’s College but never actually sent a student there. I became the first.



*Vice President Joe Biden acknowledges his mother, Catherine “Jean” Biden.*

It meant a lot to me that I had been recruited and I was determined to not let anyone down. And it’s why I continue to be involved in activities that help students. It’s a chance to do for someone else what was done for you.

So thank you, Miss Bunn, for teaching me the lesson of community service. I’ve learned to pay it forward.

### Barbara Williams, Human Resources Management

My daughter McKenzie always seems to be in a rush to grow up. I tell her all the time, “Enjoy being 5 and be thankful for what you have.” It’s not so much that she wants *things*; she has older cousins and she wants to be big and do what they do, like talk on the phone and hang outside with her friends. She wants to go to work like Mommy instead of going to school. I tell her the same thing my Dad told me when I was in college: School is your job, so do it well.

My Dad also told me to put my best effort forward, regardless of what my current responsibilities are. Even if you’re not necessarily getting paid, the experience is invaluable. I’ve certainly learned that is true, and the rewards are worth the effort.



*HR Assistant Director Barbara Williams and her daughter, McKenzie*



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Former Agriculture  
Commissioner Jim Graham

Photo by Herman Lankford

## **Britt Cobb, Secretary**

I believe the best advice I've ever received came from Agriculture Commissioner Jim Graham. Anytime there was a difficult decision to be made, or a controversy to be addressed, he'd look me square in the eye and say, "Just do the right thing." It wasn't always easy, but he was always right.

I also remember something he told me when I was campaigning in 2004. "There are three things you don't ever do: Judge a beauty contest; break in line; or draw a raffle ticket." And I didn't.

Felix promptly called that supervisor in and instructed him to go pick up the mail – a four-hour round trip. His exact words?

"Someone should feel the pain and it won't be the customer."

As a training tool, it was priceless, and is to this day the best advice for managers I've ever heard.

## **Bob Zenkel, Director, Management Information Systems**

My mother always used to tell me, "Don't sweat the small stuff." She didn't want me to get so concerned about every little thing that I missed the good things that would come my way.

It's like picking your battles. I've learned in raising my own kids that you can't get bent out of shape over everything that happens. I always wonder about folks who get really upset about people who do dumb stuff in traffic, or who get irritated about things that don't even really affect them.

In my mother's view – and now mine – you've got to learn to distinguish the things that are really important in your life. You've got to try, the best you can, to enjoy life and move forward.

## **Cynthia Giles, Youth Advocacy & Involvement Office**

Mine is to never take "no" as a last result. When there is a closed door, I always try to look beyond it. I follow my dreams and I encourage everyone to do the same.

My son, Elgin, just auditioned for the Julliard School in New York. Out of 200 students, he made the Top 10 and was invited for a call back. He's had a lot of nay-sayers, but he pushes on. If he doesn't make that next cut it's OK. He's applying to great programs and he's determined that he will be on Broadway. It makes me really proud to see his determination to achieve his dreams.

## **Barbara Coram, Mail Service Center**

In July 2006, Felix DeSantis came to the Mail Service Center as Director. I had only been there a few months after working at Dorothea Dix Hospital for eight years and things were quite different for me.

When Felix arrived, he was quiet. He took in all the information being given him and didn't say a lot in return. After a few weeks of this, we were faced with an angry customer whose time-sensitive mail did not get picked up the night before.

## **Cathy Reeve, Director, State Parking Division**

In the parking business, I've learned that you have to have thick skin and a thin skull. What that means is you have to not take things too personally – after all, we sometimes deal with anxious people and uncooperative equipment – and you've also got to be able to listen and take things in.

I agree with the saying that you've got to take your job seriously but life not so much. It's important to be able to laugh at yourself and learn from your mistakes. I tell my daughter, "If I don't make at least one mistake a week, I haven't learned anything." That's looking at the positive side of messing up, because when I make a mistake, I'm loud about it, but I don't dwell. I prefer to admit it, fix it and move on. Life's too short!



MSC Director Felix DeSantis





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## **Ivy Hoffman, Director, Agency for Public Telecommunications**

**M**ost people know this is not the first time I've worked at APT. I was hired in 1980 by Lee Wing, who created the agency under the Hunt Administration. I was 21, right out of college, and I knew nothing about the television

business or office etiquette. Lee was my boss for 14 years and taught me so much. She and I would fight vigorously over issues, but she taught me never to take it personally. That was really important. And she taught me that failing was OK – so long as you learn from it.



Lee Wing, first Director of APT; mid-1980s

## **Tony Jordan, Director, Facility Management**

**W**ell, I've heard a lot of advice in my lifetime. One thing I remember my grandfather would always say is to beware of "Bible thumpers." My interpretation was that somebody quoting the Bible every minute doesn't necessarily believe what they're saying, or live it. You don't have to go far to see examples today of people who are boastful, who say one thing loud as they can but then go and do something entirely different.

One of the other things he said is to keep your head about yourself, and to remember where you came from. Don't think



Facility Management Director  
Tony Jordan

you're more important than anyone else or have false pride. If you're not friendly and nice to people, it doesn't take long for people to figure you out. It'll bring someone down as sure as anything.

## **Madeleine Tew Gordon, State Parking Division**

**I**n my family, my father was lovingly known as "the wise old sage." Here's one that I hear myself saying to my own children, and meaning it just as much: "I may not always love the things you do, but I will always love you."

He also said, "Anybody can get married. It takes hard work and commitment to stay married." I've been married 40 years to the same man and it is hard work but we've always been there for each other. Either we are committed or we should be!

I may have thought his advice meaningless at the time but the older I get, the wiser he gets. I've raised my children on his advice and they grew up to be great adults. My daughter, who has two sons, told me one day, "Mom I opened my mouth today and you came out. It was scary!" It really is true that wisdom is passed down from generation to generation. Something you say or do today may influence someone generations from now, so be careful what you say and do.



Sen. Dianne Feinstein (right) and  
Jill Dinwiddie, September 2009

## **Jill Dinwiddie, Executive Director, Council for Women/Domestic Violence Commission**

**C**alifornia Sen. Dianne Feinstein once told me that you never introduce a piece of legislation until you have the votes lined up to pass it. I've used that advice as chair of numerous non-profit boards and it's only failed me once.

Best Advice continued on page 7



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## **Lisa Lyons, Facility Management**

**M**y parents always told me to “treat others as you want to be treated.”

A good friend of our family has a speech disability. I have seen some people make fun of him and it upsets me to see others mistreat him. Sometimes we just have to take stand up for others. It’s a cruel world out there for people who have learning disabilities and mental challenges. I think to myself, that could easily be me.



*Lisa Lyons and her dad,  
Charles Wedding; 1984*

## **Kevin McLaughlin, Chief Operating Officer/General Counsel**

**T**he thing I most remember was my grandmother, wagging her finger as she recited a shortened version of the Fifth Commandment, “Honor thy mother and father.” I’d especially hear it anytime I’d done something wrong and got caught, which was often. I think of this now, as a parent, and see more clearly the effort it takes to raise your children. I appreciate the lessons learned then and hope it makes me a good parent today.

## **Deborah Compton, Council for Women/ Domestic Violence Commission**

**I** don’t remember who said it, but I’ll never forget the message on a poster in a summer home that I rented while working as a seasonal employee for the Blue Ridge Parkway in Virginia in 1980. Basically, it said that if we all wait until we can do something perfectly, nothing will ever get done!

My lifelong struggles with wanting to be “perfect” has led to procrastination or simply not trying. I am afraid of failing or looking incompetent, but that message really struck me. It made me realize that I was not alone in feeling this way, which was liberating.

Since then I’ve tried to jump into life more and not wait until I am sure that I will not fail or be ridiculed. It has comforted me during many career changes – some planned and some unexpected. It has led me to try a side business, to develop creative skills that I never knew I had, and even to my first marriage at the age of 45!



*Park ranger Deborah Compton, 1980s*

## **Avery Johnson, State Purchasing Officer**

**M**y parents are the pillars of our family. My mom is 82 and Dad turned 79 on Jan. 29. They will celebrate their 65th wedding anniversary next October. I don’t think I could find better role models from whom to take advice.

The No. 1 lesson from my parents was always to put your faith and trust in God – along with “family comes first.” If you do that, you can overcome any bump in the road. They also taught us the importance of saving money. I learned to always put 10 percent of my paycheck into savings and to never spend more than I make.

When I was younger, I kind of dismissed all this. Now that I’m older and married with children and grandchildren, I see how it worked for them and continues to work for us. The fact is, you truly do reap what you sow, whether it’s good seeds or bad. If you treat everyone fairly and with respect, you’ll get it back 100-fold.



*Donell and Avery Raines, Sr.*

*Best Advice continued on page 8*



*Best Advice continued from page 7*

## Charlie Smith, Director, Division of Veteran Affairs

One I remember the best is something Brother Dave Gardner used to say. He was a sort of Southern country philosopher, a comedian who was very popular in the '50s and '60s. He said, "Love thine enemies – and drive them nuts." I've often used that because it's just so true.

Advice is sometimes easier to take when it's cloaked in humor, but when I was appointed as a company commander in the Army, the group commander sat me down for a serious talk. He told me, "I don't expect you to always be right, but I do expect you to always be the boss." He was telling me to be in charge and be accountable. It's not always easy being the boss, but you have to use leadership skills to build trust and do the right thing.

## Mathew Idiculla, HUB Office

The best advice I've ever received is to "practice what we preach." We should not pretend to be an expert in everything. There are a lot of talented people around DOA. Use them as the resources to carry out our programs more efficiently and effectively. Managers need to be leaders.

I am practicing still today and encouraging my two sons to do the same.

## Kerry Bird, N.C. Commission of Indian Affairs

My words of advice came from my mother, who passed in 2009. Her advice was given through action rather than words. She showed me the importance of family and how strong family relationships can sustain you through the hardest of times and provide the happiest of celebrations in the good ones. She showed me that you should always be proud of who you are and that you're capable of achieving whatever you set as your goal.

And most of all, she taught me to enjoy life and not have any regrets. Today is your tomorrow from yesterday...so enjoy it!



Kerry Bird and his mother, Glenda Reveal Bird

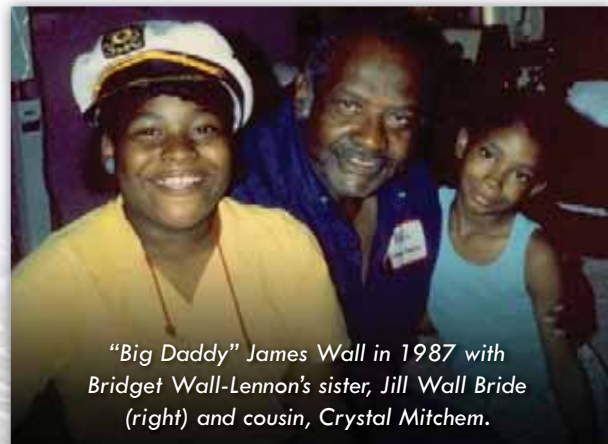
## Bridget Wall-Lennon, Director, HUB Office

My grandfather, James E. Wall, was a tall, solid man with big hands. I remember him shaking his finger and uttering six words that will be etched in my mind forever: "A man's word is his bond."

In 1973, he started Wall's Delivery Service, a family business that grew from one truck to a fleet of vehicles including 18-wheelers. I started working there when I was 8 or 9 years old. When I was old enough to drive, he gave me the evening delivery service for IBM. Our contract called for items to be picked up and delivered within a certain time.

I must have been late one time as I remember him saying to me in an almost scolding manner that "a man's word is his bond." He was from an era where he believed in doing business with a solid hand shake and firm look in the eye; his word was his bond.

Years passed before I fully understood his meaning. To this day, I still measure the merit of a man – or a woman – by those same words.



"Big Daddy" James Wall in 1987 with Bridget Wall-Lennon's sister, Jill Wall Bride (right) and cousin, Crystal Mitchem.

## Christy Agner, Legislative Liaison

As a student at N.C. State University, I participated in a discussion with longtime Commissioner of Agriculture Jim Graham about the future of Agribusiness in North Carolina. Graham was a proud alum and an even prouder lifelong resident of Rowan County.

One of the first questions he asked our group was who was from Rowan County. Just one other student and I raised



Christy Agner with treasured Attitude pin

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*Best Advice continued from page 8*

our hands. Two weeks later, my parents received a copy of a letter sent from Commissioner Graham to then-Governor Hunt, commending my interest as a young person in public affairs. That wasn't verbal advice, but a lesson in the elements of mentoring those seeking to follow your path. It was a kind and motivating gesture that I'm sure he replicated for many young people.

Commissioner Graham did give us verbal advice, and it's the best I've ever received. He told us that "Life was 10 percent circumstance and 90 percent attitude." He gave each of us a lapel pin with the word "Attitude," to remind us of the daily choice to face challenges and blessings alike with a positive attitude. I still have that pin.

### **Amanda Hubbard, Agency for Public Telecommunications**

**A**s I faced disappointments in my youth, my mother would always advise me that happiness comes from within. This has stuck with me through the years as I've occasionally found disappointment in my greatest successes and unexpectedly experienced jubilation out of defeat.

People will relentlessly pursue money, love and success in search of happiness, only to discover that the experience can leave them feeling empty. Happiness is a state of mind and heart that one must work at. I know this to be true because it was during the hardest time of my life, after losing everything, that I finally learned how to be happy.

It was then that I knew my mother was right. My happiness is not contingent upon the fluctuating ups and downs of life. I've learned to keep the focus on what is really important in life, like family, friends and faith in one's self. It's about focusing on what you have, rather than what you want. And that is within anyone's grasp.

### **Jill Warren Lucas, Communications Director**

**I** don't recall the first time I heard it, but I can see myself sitting at the kitchen table, or standing nervously by his desk, as my Dad would quietly explain how my lack of consideration had once again gotten me in trouble. "All I ask," he'd say, as I would shrink from whatever age-appropriate height to about 2 inches tall, "is that you show me the courtesy you'd show to a total stranger."

What he meant, of course, is that we open doors for strangers, we offer compliments to those we meet in

elevators, we donate to people or pets we read about who are in need – but we hold back on telling those close to us that we value and appreciate them until we find ourselves in hot water.

It's a lesson I've taken to heart. I do what I can, as often as I can, to show friends and family that I respect their views, appreciate their trust and, with a grateful nod to my Dad, stand ready to help them as often as they help me.

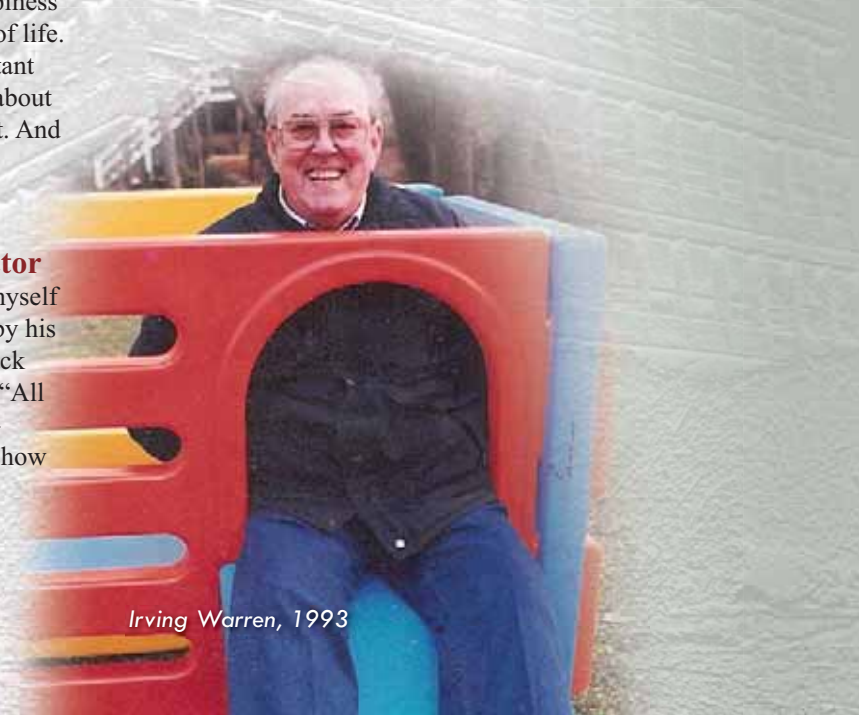
### **Joey Ennis, Management Information Systems**

**I** think the best wisdom and advice come from our grade school days:

- Always wash your hands before you eat.
- Share everything.
- Don't hit people.
- Put thing back where you found them and be sure to clean up after yourself.
- Don't take things that aren't yours.
- Say you're sorry when you hurt someone.
- Live a balanced life: learn, play and work!
- When you go out in the world, watch for traffic, hold hands and stick together.

If you take any of these and apply them to your family or work life, they all still hold true, clear and firm. Think what a better world it would be if we all treated each other as we did in our youth – or if we left things as we found them and cleaned up our own messes.

No matter your age, it's still true: When you go out in the world, it's best to hold hands and stick together.



*Irving Warren, 1993*



## DIVISION NEWS

### AGENCY FOR PUBLIC TELECOMMUNICATIONS

For the first time ever, APT provided the live web stream of the State Employees' Martin Luther King, Jr. Day Observance Program on Jan. 15.

### COMMISSION OF INDIAN AFFAIRS

**Tammi Jacobs'** new grandbaby, Catori Cadence Jones, became the first Waccamaw-Siouan child born this year – and the first in Columbus County – when she arrived at 2:50 a.m. on Jan. 1. Catori, whose name means "Spirit," will be formally introduced by her mother, Destinee Jones, to the Waccamaw Siouan tribe in October. She already has a buckskin regalia designed by her mother and grandmother, sewn by Brenda Moore and beaded by her aunt, Shekinah Jones.



*Tammi Jacobs' new grandbaby,  
Catori Cadence Jones*

**Greg Richardson** has been appointed by Gov. Bev Perdue to serve as her delegate to the Governors' Interstate Indian Council, a national association of Indian Commissions that strives to improve relations between state governments and Indian tribes.

Please welcome **Alexandria Eubanks**, who joined our staff as Administrative Assistant.

The 45th annual **Haliwa-Saponi Tribal Powwow** will be held April 16-18 at the Haliwa-Saponi Tribal School and Powwow Grounds in Hollister. For information, call 252-586-4017.

### Council for Women/ Domestic Violence Commission

CFW/DVC welcomed its new Executive Director, **Jill Dinwiddie**, in November. Also new to the staff is Grants Administrator **Todd Moore**.

**Tara Minter** was elected Chair of the Wake Health Services, Inc. Board of Trustees at its December meeting. Wake Health Services, Inc. is a non-profit that provides primary health care services to people, regardless of their ability to pay, in Wake and Franklin counties. Tara also recently received hands-on training in grassroots politics from Wellstone Training sponsored by Service Employees International Union at the SEANC headquarters.

CFW/DVC partnered with **NC Women Work Inc.** to provide additional grant funds to Displaced Homemaker Programs. The financial gift of \$11,828 from NC Women Work is intended to assist clients with cost for tuition and books. Each of the Displaced Homemaker programs was eligible to apply and receive the grant funds to be used during the current grant cycle. These unexpected funds, awarded to 29 programs, come at a time when many of them are struggling to keep pace with additional client loads due to the recession.

In December, **Renee Morrison**, Office Assistant for the Central Region, left to pursue new endeavors. We wish her well!

### FISCAL MANAGEMENT

Chloe, the Maine Coon Cat introduced to colleagues by **Donna LaRoche** in the Spring 2009 edition of **THE ADMINISTRATOR**, participated in her first judged cat show Jan. 1-3 at the Holshouser Building at the State Fairgrounds, where she placed second for her breed. "I was so proud of her and she was on her best behavior," Donna said.



*Patricia Ansley*

The tiny graduation cap belies the big accomplishment of **Patricia Ansley**, whose newly-earned degree in Business Administration from Campbell University was celebrated Dec. 18 by her colleagues.

### HUMAN RELATIONS COMMISSION

Congratulations to **Dr. Dumas Harshaw**, senior pastor of First Baptist Church in Raleigh, who was appointed by Gov. Bev Perdue as chair of the Martin Luther King Jr. Commission.

The retirement of **Kay Crozier** was celebrated on Dec. 15 before the Division's holiday luncheon. Kay joined HRC in 2000.

### HUMAN RESOURCES MANAGEMENT

**Barbara J. Williams** has been promoted to Assistant Director.

**Sondra Chavis** has left HR for a promotional opportunity in the Office of State Personnel, and **Brandi Riddick** left for a new job at the Department of Correction. **Creshaye Graham** has returned to HR as our temporary Records Clerk.

Safety Officer **Elliott Daigle** will retire in March. His last day was Jan. 11.



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*Division News continued from page 10*



Angie Wilson of Fical Mangament (right) grin and bares her HINI shot.

**Susan Pait** coordinated two H1N1 clinics that were held on Jan. 5. A total of 189 DOA employees and family members were vaccinated in the HR Training Room and at the Mail Service Center.

## LTGTFC

**Ken Burkel** of Clemmons is the new chairman of the License to Give Trust Fund Commission. The business owner is chair of the Clemmons Rotary Club Organ and Tissue Donation Initiative and a longtime volunteer with Carolina Donor Services. He is involved in a range of activities that promote increased awareness, education and participation in organ and tissue donation.

## MAIL SERVICE CENTER

**Greg Willis** recently celebrated his birthday with a trip to Atlantic City with his brother. He did well at the casinos, and then decided to leave some of those winnings there! A great time, all around.

Pastor **Clifton Cortez Winston** and First Lady Christal Winston celebrated the First Year Church Celebration for their Word of Truth Church with a banquet on Jan. 30, followed by a Celebration Worship Service on Jan. 31 and a concert that evening. Congratulations!

## MANAGEMENT INFORMATION SYSTEMS

Congratulations to MIS Director **Bob Zenkel** and his wife, Julie, upon the marriage of their daughter Nancy to Nathaniel Buchanan on Jan. 23 at Sunset Beach. "She really wanted a small, simple beach wedding, and everything went great," Zenkel said. The bride and groom, who both graduated from Appalachian State University, will reside in Drexel, near Morganton.



Bob Zenkel, Julie Zenkel and newlyweds Nancy and Nathaniel Buchanan

## MOTOR FLEET MANAGEMENT

MFM welcomes our new Administrative Assistant, **Miranda J. Miller**. Miranda formerly worked at the Department of Revenue and earlier retired from Bank of America after 28 years of service. She brings her experience in personnel, training and recruiting to the MFM Division. Miranda lives in Raleigh and is married to Alexander Miller. She has one stepdaughter, a son-in-law and four grandchildren who live in Atlanta.

**Rowanne Moore**, who had been working here as temporary employee, has decided to return to complete retirement. She will be missed by us all.

## PURCHASE & CONTRACT

Friends gathered Dec. 1 to greet **Carol Amerson**, who retired with 30 years of state service – and with the Division of Purchase & Contract. Amerson became emotional when Secretary Cobb presented her with the Order of the Long Leaf Pine but laughed heartily when

former P&C staffer Pete Peterson made a confession: "You took my job when I retired, and I just wanted to say I'm sorry about the mess I left for you."



James Staton (left) and Britt Cobb commend Carol Amerson at her retirement reception.

## SECRETARY'S OFFICE

The staff of the Secretary's Office bid bon voyage on Jan. 14 to **Valerie McMillan**, who is taking a leave of absence to join her family in Panama, where her husband is on assignment. In her absence, **Chrys Baggett** has returned part-time from retirement to manage the State Environmental Review Clearinghouse.



The lush view from a hike near Valerie McMillan's home in Gamboa shows the Panama Canal in the background.

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## STATE CONSTRUCTION OFFICE

Congratulations to **Ralph Taylor**, who was a first-place winner at this year's N.C. State Fair. Ralph participated in the Bake for the Cure Contest and was honored for his **Healthy Hearty Honey Wheat Oat Bread** (see recipe below). Go Ralph!!

SCO welcomes three new Electrical Inspectors to the Construction Administration Team: **Mike Ward**, **Tim Norman** and **Jesse Ferrell**. Their years of inspection experience will be an asset to the office.

Congratulations to **Victor Stephenson**, who passed the Professional Engineers Exam (PE). Victor is a member of the Design Review Team and has been with SCO since September 2009.

SCO staff are preparing for the 29th State Construction Conference to be held on March 23 at McKimmon Center. This annual conference is attended by approximately 1,000 architects, engineers, attorneys, state agency representatives, contractors, and subcontractors from across the state to discuss mutual concerns related to the planning, design, and construction of state projects. Click on this link for more information on the conference: <http://continuingeducation.ncsu.edu/scc.html>.

## STATE SURPLUS

Photo from retirement party  
After 34 years of service to the State, **Randy Lee** retired on Dec. 31 and was celebrated by friends and co-workers with a breakfast farewell party. **Robert**



Secretary Britt Cobb presents the Order of the Long Leaf Pine to Randy Lee

**Riddle** has joined Surplus as the new State Surplus Property Officer.

Three additional employees have joined the Surplus team: **Daniel Ocean**, Stock Clerk II; **Melvin Daniels**, Stock Clerk II; and **Cynthia Anthony**, Processing Assistant III. Welcome!

Several Surplus employees have recently celebrated birthdays – or are about to. Join us in sending best wishes to **Beth Johnson** (Dec. 2), **Tim Babcock** (Dec. 3), **Antione Williams** (Dec. 6), **Stan Black** (Dec. 6), **Sam Snead** (Dec. 29), **Toney High** (Dec. 31), **Nizam Yousef** (Jan. 2), **Mike Coats** (Jan. 26), **Betsy Finch** (Feb. 8), and **John Etheridge** (Feb. 17).

## YOUTH ADVOCACY & INVOLVEMENT OFFICE

After 31 years of advocacy service to the State of North Carolina, **Al Deitch** has decided to retire effective June 1, 2010. "I have truly enjoyed my career in public service and I have also enjoyed working with you (well, most of you!)," he wrote.

Due to the wintery forecast, the **State Youth Council** postponed its Service Learning Conference, which was to take place from Jan. 29-31. YAIO is working to reschedule the conference and will announce new dates soon.

## Ralph Taylor's Healthy Hearty Honey Wheat Oat Bread

### Ingredients:

1 ¼ cup	Warm water
4 teaspoons	Olive oil
1 ½ Tablespoon	Honey
1 ½ teaspoon	Salt
1 ½ teaspoon	Demerara or raw sugar
1 ¾ cups	Bread flour
1 cup	Whole wheat flour
¾ cup	Oatmeal (blended, see instructions)
2 ½ teaspoons	Fleischmann's® Active Dry Yeast

### Directions:

Use a bread machine on the dough setting. In the bread pan, add the warm water, olive oil, honey, salt, sugar, bread flour, and whole wheat flour. Take the oatmeal and blend it in a blender to a fine powder, then add it to the other ingredients. Sprinkle the Fleischmann's Active Dry Yeast on top, and let the bread machine knead the dough, per the programming of the dough setting.

When the dough cycle is complete, remove the dough from the bread pan. Divide into two portions, and shape each into a loaf shape, such as French bread, kneading a bit in the process. Place the dough on a baking sheet and cover. Let rise for 45 minutes. Preheat the oven to 375 degrees and bake for 18 minutes. Enjoy!



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The **N.C. Youth Advisory Council** awarded mini-grants to 17 organizations to support youth programs that benefit peers and communities. The mini-grants range from \$100 to \$500 each. Projects that have received funding since the program started in 1977 include after-school tutorial programs, purchases of recreational equipment

and orchestral music, an alcohol-free graduation celebration and publication of a newsletter.

**Lisa Flint-Morris** recently stopped by the office with rosy-cheeked daughter, Kay, who had just turned 1, to meet friends and colleagues at DOA.



*Lisa Flint-Morris with rosy-cheeked Kay*

## BUYERS FLOCK TO 6½-FOOT TALL CHICKENS SOLD THROUGH SURPLUS

While the State Surplus Property Agency makes it a policy to never count its chickens before they are hatched, all five pieces in the menagerie of fiberglass animals declared surplus by the N.C. State Fair have been sold to North Carolina buyers. The items add a total of \$1,521.58 to state coffers.

“We had quite a bit of bidding for these pieces so it was fun to finally get to open the bids and see who bought them,” said State Surplus Property Officer Robert Riddle. “We hope everyone enjoys them, and we encourage folks to visit our website’s link for sealed bids often to see what’s available each week.”

Riddle said the three 6½-foot-tall chickens and a life-size cow and horse each averaged about 50 bids, ranging from mere

chicken feed to \$352.58, along with high foot traffic and a marked increase in calls.

Bill Ellis, Director of the City of Kinston Parks and Recreation Department, knew a good deal when he saw one. He snagged a chicken and the horse for \$300 each but was outbid for the cow. “We’re going to have fun with them,” Ellis said. “We’re going to use them at our Neuseway Nature Park. We’ve got a miniature train and we’re going to put them along the track for young kids to enjoy.”

Perhaps not surprisingly, the Wayne County Livestock Development Association Inc. bought a chicken for \$259. The other items were sold to citizens in Raleigh, including \$310 for a rooster and \$352.58 for the cow.

“I just found out and I’m still kind of stunned,” said an amused Julie Woolsey, who bought the rooster. “For the short term, he will go in the yard, but I have plans to fix him up with some friends as an art project.”





## IT'S THAT TIME AGAIN: ANNUAL UPDATE TRAINING FAIR

By Beth Allison, Human Resources Trainer

Once a year, each employee is required to participate in a policy and procedural update to review policies and procedures related to the Department of Administration and the State of North Carolina. Updates typically include such topics such as: Unlawful Workplace Harassment, Equal Employment, Drug Free Workplace, Workman's Compensation and Performance Management. This year, we have also added information on the State Gift Ban and Managing Your E-mail Inbox.

Individuals working in the Administration Building or in the downtown area will have an opportunity to complete their annual training from 9 a.m. to 4 p.m. Feb. 22-26 in the HR Training Room, located on the second floor of the Administration Building.

Additional training fairs will be held at the Mail Service Center from 9 a.m. to 4 p.m. March 22-24 for employees of MSC and Motor Fleet Management, and from 7:30-10 a.m. April 6 at the State Surplus Property Agency.

Remember that the annual update training is required for all full time DOA employees. The process should take around 45 minutes to an hour and is easy to complete during the times listed above. No appointment or registration is required.

If you have questions, contact me at [beth.Allison@doa.nc.gov](mailto:beth.Allison@doa.nc.gov).

## TRAINING CALENDAR

Skills for Managing Anger & Conflict	Feb. 3	9- 11 a.m.
New Employee Orientation	Feb. 10	9 a.m.-3 p.m.
Policy Training	Feb. 17	9 a.m.-3 p.m.
Annual Update Training Fair	Feb. 22-26	9 a.m.-4 p.m.
Equal Employment		
Opportunity Institute	March 3	9 a.m.-4 p.m.
	March 4	9 a.m.-3 p.m.
New Employee Orientation	March 10	9 a.m.-3 p.m.
Reasonable Suspicion Training for Supervisors	March 11	1-3:30 p.m.
Conducting Final Performance Appraisals	March 16	9 a.m.-3 p.m.
Policy Training	March 17	9 a.m.-3 p.m.
MSC/MFM Annual Update Training Fair	March 22-24	9 a.m.-4 p.m.
Merit Based Hiring & Structured Interviewing	March 25	9 a.m.-4 p.m.

## NEW HIRES, RETIREMENTS

### NEW HIRES

Daniel Dittman	State Construction Office	Oct. 1
John Hubbard	Fiscal Management	Oct. 1
William Murchison	State Construction Office	Oct. 1
Victor Stephenson	State Construction Office	Oct. 1
Jimmy Yancey	State Construction Office	Oct. 1
John Stilwell	Surplus Property Agency	Nov. 1
Timothy Norman	State Construction Office	Nov. 2
Mike Ward	State Construction Office	Nov. 2
James Regan	Agency for Public Telecommunications	Nov. 9
Wymeatric Lyons	State Parking	Nov. 10
Jill Dinwiddie	Council for Women/ Domestic Violence Commission	Nov. 16
Robert Murchison	Facility Management	Dec. 7
Robert Riddle	Surplus Property Agency	Dec. 29
Chad Stodden	Veterans Affairs	Jan. 1
Daniel Ocean	Surplus Property Agency	Jan. 1
Cynthia Anthony	Surplus Property Agency	Jan. 4
Melvin Daniels	Surplus Property Agency	Jan. 4

### RETIREMENTS

Esther Pearson	Purchase & Contract	Oct. 1
Clarence Raines	Facility Management	Oct. 1
Laurie (Vanessa) Clay	Fiscal Management	Nov. 1
Rita (Carol) Amerson	Purchase & Contract	Dec. 1
Alan Benson	Facility Management	Dec. 1
Cynthia (Kay) Crozer	Human Relations Commission	Jan. 1
Randy Lee	State Surplus Property Agency	Jan. 1
Ronald Barbour	Facility Management	Jan. 1
Virginia Walker	Facility Management	Jan. 1
Ciscero Warren	Mail Service Center	Jan. 1



## DIVISION NEWS-CONTACT LIST

Do you have good news you'd like to share with DOA colleagues?  
Please submit items to your Division Coordinator listed below.

Agency for Public Telecommunications  
Commission of Indian Affairs  
Council for Women/Domestic Violence Commission  
Division of Facility Management  
Division of Non-Public Education  
Division of Purchase & Contract  
Division of Surplus Property  
Office of Fiscal Management  
Office of Historically Underutilized Businesses  
Human Relations Commission  
Human Resources Management  
License to Give Trust Fund Commission  
Mail Service Center  
Management Information Systems  
Motor Fleet Management  
Secretary's Office  
State Construction Office  
State Property Office  
State Parking Systems  
Veterans Affairs  
Youth Advocacy and Involvement Office

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*Secretary Britt Cobb, N.C. Department of Administration*

*Kevin McLaughlin, Chief Operating Officer/General Counsel*

*Jill Warren Lucas, Director, Communications Office*

*Jayce Williams, DOA Graphic Artist*